

Rights and Responsibilities

As a service user you have the right to:

- Services that meet your own needs, wants and goals
- Be treated with dignity and respect
- Decide what services you will have and how you would like to receive those services

- Have your views heard
- Understand what personal information we collect about you and how we use it
- Have a support person help you with making decisions
- Have your culture, beliefs and personal needs respected

- Be free from abuse, neglect and discrimination
- Enter and exit services fairly and easily
- Provide feedback and make suggestions about your service
- Have a safe service provided by trained and skilled employees and volunteers



As a MercyCare service user you have the responsibility to:



- Treat employees and volunteers with dignity and respect
- Help us decide what you need and how we can support you
- Provide information which assists us to give you a safe and high quality service



- Listen to others views
- Make your home safe for us to provide services there
- Let us know if you wish to make a compliment, complaint or suggestion about your service

MercyCare contact details:

If you have any questions about your Rights or Responsibilities at MercyCare, or need help to read this brochure, please contact:

Your Service Manager – who provides your services or

Our Quality Services Team:

 **Email:** feedback@mercyCare.com.au

 **Telephone:** 08 9442 3444

 **Post:** MercyCare, PO Box 202, Wembley WA 6913

Attention: Quality Improvement Specialist



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Every
person
matters